

## Northbrook Bank- Ameritech Summary

We first ordered cable in August. Engineering finished installing 100 pr cable on October 4 2001. Actual pr's (pairs) needed:

2	T 1's	4
2	CSNC- Security	1
	Fire	1
12	Centrex/4 Pots lines	16
4	DID lines	4

Total Pairs needed 26 of 100 pr's

### Ameritech put in Bank

	Orders-Start	Finished
1 <sup>st</sup> time- T 1	9/13	10/6
2 <sup>nd</sup> time- T 1	11/14	12/3
CSNC-Security	12/8	12/21
Centrex/Pots	12/5	12/29
DID's	12/19	12/19

Centrex- Ordered 12 line hunt group

#### Scope:

Same centrex block – 4 dig it dial at 1100 Waukegan and 1340 Shermer

- A. On move day 12/29/01 at 1 pm forwarded main centrex line 847-418-2800 to 1100 Waukegan
- B. Ordered move of 418-2800, 2828 & 2882 from 1340 Shermer to 1100 Waukegan
- C. Placed 418-2800 in 12 line hunt group at 1100 once moved

## **Problems with Ameritech**

Engineering installed 100 pair to provide the amount of lines we had at 1340 Shermer location.

Installation was advised of facility problem on 12/5 when they couldn't finish Centrex order.

Repair/Maintenance Dept. and supervisors knew of facility problem on 11/16 2001 for T1 issues when they discovered contaminated manhole.

Installation, maintenance, and area supervisors knew of facility problem on 11/28, 11/30 as 2 technicians on 12/1 worked on trying to get just 4 pairs of wire for 2 T1's for 8 hours.

Engineer Dept. knew of facility problem on 12/1 when 2 technicians stated they referred contaminated manhole to management.

No 4 digit dial – not programmed

Problem- Bank pays Band A usage fee for all incoming calls. Should be free.

Forwarding stopped twice when Ameritech moved 2800. Problem would not have occurred if completed on time as agreed upon. Loss of business occurred as a result.

Directory Assistance continued to give callers the incorrect phone number from 12/30 through mid-February (reference letters to / from Mr. Stern of ICC ) causing considerable loss of business from potential customers calling in response from advertising.

Northbrook Police were dispatched when Bank customers called the Northbrook Police Dept. because they were unable to complete calls into the Bank.

On April 16<sup>th</sup> and 17<sup>th</sup> two individuals tried to call during normal business hours and were subjected to continuous ringing (one timed attempt was for 5 minutes) and no connection was made. How many others tried but did not report their difficulty.

Also on April 16<sup>th</sup> and 17<sup>th</sup> Ameritech people in the field assured a Bank Officer that service would not be interrupted while they were working on splicing the new lines installed in the street with the lines coming out of the Bank. Service was interrupted.

As of this filing the Bank still does not have all 100 pair originally ordered. Only 50 pair were spliced into the Bank in mid-April and no further work has been done to complete the order.

Summary 1A

T1

Due 10/17/01.

Was told they would loop back

Good

T 1 test 11/15/01

Hicap WL027563

WL027569

Was told it was a facility issue- [Found tech bringing in pots lines - took pair]

Hicap 11/28/01 same as above

Contaminated manhole

WL027425

11/30/01 Supervisor: Repair level 1

Hicap level 2

Call: Bob Davis 312-456-8181

Joe Spenilli 312-220-8169

12/1/01 2 techs all day- checked from central office to us & found contaminated manhole

12/3/01 Finished- Cleaned up manhole

## Summary 2A

9/13/01      Order T1  
10/4/01      Engineering with 100 pr 4" pipes  
10/3/01      Faxed T1 confirmation due 10/17  
                 DHZA 040829...LB – N1306328515 – ValueCom  
                 450 Skokie Rd. CKL1 to 1100 Waukegan  
                 DHZA 040855...LB – N1306328530 – ValueCom  
                 727 Bank Ln. CKL1 to 1100 Waukegan

WL027 563, 569

10/15/01      Check with Ameritech for T1 installation  
                 Techs calling for premise access  
                 Techs calling stating completion at 450 and 1100  
10/16/01      Techs call completion 727 to 1100  
11/14/01      T1 install – inside netpop to communication room  
11/15/01      1 hr – hicap – verify  
11/16/01      3 hr - call supv – hicap  
11/28/01 &  
11/30/01      1 hr  
12/01/01      8 hr  
12/03/01      T1 up

### Summary 3B

11/9/01 Northbrook – City  
11/20/01 Alarm circuits 2 pots order  
CSNC 060 384, 385 C1876 744 165/160  
11/6/01 Call City, Police, Fire & Security Co.  
Pots 559-0954 Fire N1876 744 157  
Pots 559-0963 Bug

#### Due:

12/8/01 498-1301 N 1876 746 306  
12/10/01 1.5 1793  
12/12/01

Gave 384 to fire  
385 in

12/19/01 5.5 hrs raise hell- no response  
12/20/01 1.5 hrs. raise hell- told facility issue  
12/21/01 1.0 hrs. raise hell

## Alarm Summary 4B

12/08/01	Alarm/Pots – Done
12/10/01	Fire no good on test told facility issue on CSNC 06038(4?) gave SCNC 060384 to fire from burglar to pass inspection
12/20/01	Told facility issue – still call repair
12/21/01	Complete

Summary 5C

DID

10 Stations / 4 Trunks Due 12/19/01 Good Cut

Order was to also bring 1<sup>st</sup> 50 numbers 847-418-2801 over to 1100 Waukegan on 12/29.

On 12/31 10 numbers from 1100 Waukegan would go to 1340 Shermer 847-559-3290-99

On 1/2 would bring rest of 418 DID stations to 1100 Waukegan from 1340 Shermer.

Did not happen- Ameritech failed to change program 1/03/02 and 1/04/02  
Ameritech moved 418 stations.

Finished 1/7/02

Summary 6C

DID

Receive Confirmation 11/2801

Due 12/19. N1876 745 331



Summary 7C

11/26/01 DID/Centrex and Pots  
11/28/01 Receive confirmation

DID- 4 trunks 10 stations

Told when moving can change through programs  
Route list index to/move existing 418-2801 stations  
N 1876745331 847-559-3290-99

New index 658 Waukegan  
Old index 886 Shermer

12/12/01 1.0 hrs.  
12/18/01 1.0 hrs.  
12/28/01 2.5 hrs  
12/29/01 3.5 hrs.

12/19/01 DID – Good  
CTX – No Good

RL1	Reg Account	RL1	IRA
886		658	

Summary 8D

Centrex

Due 12/5/01 847-509-2395,C1876745426

291-4495	559-8478
291-4603	559-8479
291-4643	559-8607
291-4644	559-8608
	559-8655
	559-8656
	559-8663

12/12 No Hunt

Summary 9D

Centrex

Centrex Due on 12/5

12/08/01 check numbers  
found working:

1	291-4603
2	291-4644
3	559-8607
4	559-8608
5	559-8655
6	559-8663
7	291-4643
8	291-4495
25	559-0963
26	T1 Tran
27	T1 Rec
38	T1 Tran
39	T1 Rec
50	CSNC 060 384

Called 12/12/01 (1 hr.) – No facilities, 4 lines only. Also – No Hunt – Told order not complete so Hunt won't work until all lines are there.

Called 12/18/01 (1 hr.) – Manhole contaminated. Found Pairgains in building

12/28/01 (2.5 hrs.) - No one showed!

Called Supervisor Christopher 888-727-8368 and Regina Johnson  
630-645-5686

Post Cut

Move 418-2800, 2828, and 2882

C 1876 765 553 and C 1876 765 554 and C 1876 765 968

1/18/02      Due 18<sup>th</sup>   Regina Pos 90  
Tech came out. No facilities.  
Main number 418-2800

1/19/02      Came out forwarding to 509-2395 cancelled no reason given  
Tech Put Back- Rescheduled for Wed 1/22/02  
2800 forward working by 1:30 p.m. Tues.

1/22/02      Forwarding back off by 3:30 p.m.

1/23/02      8-8:15, 2800 still not working.  
8:30-9:15, called Supv. Anne 312-220-8164 for CSNC; found problem at  
monitor station.  
9:15-9:30, Called ILL Commerce: needed form.  
1-2:30, Met Tech Brain, (Joanne Wagner, Engineer) Talked with Tony-  
Supv. 7-319-435{4?}

1/24/02      Meeting 1:45-5 pm, Told multiple paired caused facility issue

2800 fixed- still not centrex block. No Hunt to 509 2395 – Call fwd  
activate. Brian says pair no good – Go to repair. Asked for today 2:20 pm-  
Repair

509-2395      559-8474      559-8479

Dead at D-Move

Bp 33 Line tagged      559-8656      ID's as 272-9017

100 pr

1	291-4603 C	No Hunt	26	T1
2	291-4644 C	No Hunt	27	T1
3	559-8607 C	No Hunt	28	
4	559-8608 C	No Hunt	29	Lynn
5	559-8655 C	No Hunt	30	
6	559-8663 C	No Hunt	31	
7	291-4643 C	No Hunt	32	NBRK
8	291-4495 C	No Hunt	33	
9			34	
10			35	
11			36	
12			37	
13			38	T1
14			39	T1
15			40	
16			41	
17			42	
18			43	
19			44	
20			45	
21			46	
22			47	
23			48	
24			49	
25	559-0963 Pots		50	CSNC0603 84 (Police)

TLS → 559-0954 Pots line for fire

**NORTHBROOK BANK**  
& TRUST COMPANY

February 18, 2002

Mr. Michael Stern  
Consumer Services Division  
Illinois Commerce Commission  
527 East Capital Avenue  
Springfield, IL 62701

Re: 2002-01948S  
Illinois Bell Telephone Company

Dear Mr. Stern:

In response to your recent letter dated January 28, 2002, we at Northbrook Bank and Trust Company do not consider the problem resolved. In fact our main telephone number is still not the number that is given to callers attempting to contact us. We have continued to suffer lost business opportunities and potential customers from the inability of Ameritech to resolve the communications orders placed months ago.

Please accept this as our request to reopen the case until it has been resolved to our satisfaction.

Sincerely yours,



Edward W. Bettenhausen  
Senior Vice President

cc: Richard C. Rushkewicz  
President, Northbrook Bank & Trust Co.



## Illinois Commerce Commission

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January 28, 2002

Northbrook Bank and Trust  
Ed Bettenhausen  
1100 Waukegan Road  
Northbrook, IL 60065

RE: 2002-01948S  
ILLINOIS BELL TELEPHONE COMPANY

At my direction, the company furnished information about the problem you described. The report indicates that your concern has been resolved or satisfactorily explained. If that is not the case, I encourage you to contact the utility for clarification.

If you require further assistance from this office, please contact me. I can be reached by telephone at 800/524-0795 or 217/782-2024.

Regards,

A handwritten signature in cursive script, appearing to read "Michael Stern".

Michael Stern  
Consumer Services Division